

WSIAT Accessibility Feedback Process

The Workplace Safety and Insurance Appeals Tribunal (WSIAT) is committed to providing an accessible and inclusive environment for all individuals, including parties to appeals.

The WSIAT welcomes feedback on how we provide accessible services. Feedback from individuals will help us identify barriers and respond to concerns.

Individuals will be notified of how to provide feedback on the accessibility section of the WSIAT's website.

Individuals who wish to provide feedback on the way the WSIAT provides services or facilities to people with disabilities can provide feedback in the following way(s):

- Online, through the WSIAT's Online Feedback Form, which can be found at the following link: <http://www.wsiat.on.ca/english/about/accessibilityFeedback.htm>
- By email, at accessibility.coordinator@wst.gov.on.ca
- By telephone, by contacting the WSIAT's Accessibility Coordinator at (416) 314-8800; Toll Free 1-888-618-8846; TTY: (416) 314-1787
- By mail, by writing to:

Accessibility Coordinator
Workplace Safety and Insurance Appeals Tribunal
505 University Avenue, 7th Floor
Toronto, ON M5G 2P2

- In person, at the WSIAT's reception. Our office is located at 505 University Avenue, 7th Floor, Toronto, ON M5G 2P2.

All feedback with respect to the way the WSIAT provides services or facilities to people with disabilities, including complaints, will be directed to the Accessibility Coordinator. The Accessibility Coordinator will acknowledge receipt of the feedback. Where a response is required, individuals can expect to receive a response within 10 days. Some feedback may require more time to address and may need to be reviewed before a response is provided or an action is taken.

The WSIAT will respond to feedback in the individual's preferred response format. If no response format is specified, the WSIAT will respond in the same format in which the feedback was received.

The WSIAT will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.